

Molina Healthcare of California

Type of User:	Health Plan	Contact:	Anne LaSette Director of Quality Improvement
NCBD Participant:	Yes	Telephone:	562-435-3666, ext. 127009
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Survey Instruments and Purpose

Survey Instruments	CAHPS Health Plan Survey
Version/Population	Medicaid – Adult
Languages	English, Spanish
Additions/Changes to Instruments	Custom Questions: <ul style="list-style-type: none"> • Pharmacy • Urgent Care Access • Emergency Room Visits • Cultural & Spoken Language Need • After Hours Program
Purpose of Project	<ul style="list-style-type: none"> • NCQA accreditation • Reporting to California Department of Health Services • Internal quality improvement

Survey Administration

Administered Since	2000; administered every year.
Administration Mode	HEDIS protocol (mail with telephone followup; most respondents reached by telephone).

Uses of Survey Results

Reporting	Molina reports survey results to NCQA for accreditation and to the California Department of Health Services.
Quality Improvement	They also use the data to determine quality improvement priorities for both specific departments and the organization at large.
Marketing/Publicity	A short synopsis of data is available on Molina's Web site for providers and members. This information is also posted in the provider and member newsletters.
Pay-for-Performance	Not at this time.